



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
May 6, 2011
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*April 1, 2011*)
- Monthly Staff Update --Shad Bell
- Employee Suggestion Adopts
--Reviewer: Mike Kerschbaum
- Employee Suggestion Non-Adopts
--Reviewer: George Masten
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212
or for TIP, contact Linnaea Jablonski at 360.704.5259*



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Productivity Board Meeting Minutes
April 1, 2011

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:02 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Mike Kerschbaum, Wendy Korthuis-Smith, Geoge Masten, Wanda Riley, Brian Sonntag, Rich Tomsinski and Scott Turner

Board Members absent: Brian Sonntag, Martin Casey, and Kathy Goebel

Staff present: Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the March 4, 2011 minutes as written.

MONTHLY UPDATE

Tracy Workman reported about Public Service Recognition Week (PSRW) events:

- The Olympia event has run into some snags with the Department of General Administration regarding the grounds and the Military Department regarding the tents. Both issues are currently being worked on and should be resolved shortly.
- The Seattle event will be held at the Liquor Control Board's distribution center.
- The Spokane event will be held at the Department of Transportation's facility.
- The Tri-Cities event will be held at Highlands Grange Park in Kennewick.

Tracy also reported that more Extra Mile and Leadership Award nominations came in this year than in the past years. Committee members are working on finalizing the winners and setting up award presentations.

EMPLOYEE SUGGESTION ADOPTS

Wendy Korthuis-Smith reported that she concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

Wanda Riley reported that she concurred with the agency evaluations and recommended approval: with the exception of suggestion #201100021, which was pulled for further review. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

Page 1 201100021

Board PULL: The board would like General Administration to provide a cost benefit analysis of the suggestion.

NEXT BOARD MEETING

The next Board meeting is scheduled for May 6, 2011 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for May are George Masten and Mike Kerschbaum. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:34 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 04/07/11

Washington State Productivity Board

ADOPT REPORT

May, 2011

Department of Corrections

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000375 Nov2010	Doug Raines	Aberdeen	\$3,000.00
<i>Savings/Desc</i>	\$30,000.00		
<i>Suggestion:</i>	When possible, the Department of Corrections (DOC) should purchase the end of rolls and slightly blemished products at a salvage price to cut down on the costs of toilet paper.		
<i>Evaluation:</i>	The adoption of this suggestion is the result of a six month pilot project by the suggester to save money and fulfill our efforts to make facilities more efficient as well as sustainable. The agency supports this suggestion as it will result in a first year savings of \$30,000. Since this suggestion does not fall within the suggester's job duties, a 10% monetary award of \$3,000 is recommended.		

Department of Labor & Industries

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201100054 Feb2011	Catherine Mangino	Olympia	\$2,800.00
<i>Savings/Desc</i>	\$28,000.00		
<i>Suggestion:</i>	L&I should change their online employers quarterly premiums report page to primarily only show their two electronic modes of payment options.		
<i>Evaluation:</i>	This is a simple programming fix with a big return. Making this change will lead to the elimination of paper check payments and expensive bank processing fees. This suggestion will result in a first year savings of \$28,000 to the agency. Since this is not part of the suggester's job duties, a monetary award of \$2,800 is recommended.		

Employment Security Department

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000146 Apr2010	Kirk McDonnell Terri Whalen	Tumwater Olympia	\$2,122.55
<i>Savings/Desc</i>	\$21,226.00		
<i>Suggestion:</i>	The Employment Security Department, WorkSource offices, should use the free translation services through Smart Link Corporation as another option for interpretative services.		
<i>Evaluation:</i>	Currently, the Employment and Career Development division spends \$22,279.97 annually on translation services. While, the Assistant Commissioner may choose to use other services than the suggested one, most of these translations could use a free online service saving the agency \$21,225.59 in the first year. Since this suggestion does not fall within the suggester's job duties, a 10% monetary award of \$2,122.55 is recommended.		

Washington State Productivity Board

NON-ADOPT REPORT

May, 2011

Department of Corrections

Suggestion Number **Entry Date:**

201000391 Dec2010

Suggestion: The Department of Corrections (DOC) should install a vented toilet seat in all the appropriate areas such as the living units. Installed with single flushing hardware, the new toilet seats would eliminate the need for multiple flushes saving water.

Evaluation: Not a new idea. A vented seat was purchased, installed and evaluated by the staff and offenders at Stafford Creek Correction Center. A toilet in a common area used by multiple offenders daily was selected for the trial. A meter was installed and usage of the "courtesy flush" was recorded weekly. Though the seat operated as designed, the conclusion was that characteristics of the seats made them a danger for hiding contraband and they were difficult to effectively disinfect, making them suitable for some commercial applications but not a good option for DOC in an offender population.

Department of Corrections

Suggestion Number **Entry Date:**

201000402 Dec2010

Suggestion: In order to reduce false claims from offenders against correctional officers, the Department of Corrections (DOC) should purchase body worn digital camcorders such as the Taser Axon product.

Evaluation: Cost outweighs the benefit. The device suggested is about the size of a pager, worn on the officer's uniform and activated by the user by switch. The suggester indicates it could be used to prove/disprove allegations; for this to happen, the officer would need to know in advance an allegation might occur so they could activate the unit. This is unlikely to be feasible. With a cost of \$300-900 per unit, the cost outweighs the benefit.

Department of General Administration

Suggestion Number **Entry Date:**

201100086 Mar2011

Suggestion: The Department of General Administration (GA) should re-set the electric towel machines in restrooms to a towel length of eight or ten inches instead of the current sixteen.

Evaluation: The Facility Support Services office has twice conducted a test to verify this idea, and it was found during the testing time frames that paper towel usage increased by more than double when the length of the towels was reduced to the minimum setting of the automatic dispenser.

Department of Licensing

Suggestion Number *Entry Date:*

201100055 Feb2011

Suggestion: The Department of Licensing (DOL) should allow handicap individuals to purchase plates with yearly High Occupancy Vehicle renewal tabs.

Evaluation: Requires statutory change that the agency does not support at this time. Current statutes for disabled parking privileges do not authorize vehicle tabs for this specific type of use. It would require a change in statute to allow a single person to use the HOV car pool lane and for DOL to create and issue a special high occupancy vehicle tab for use on disabled parking plates only.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201100067 Mar2011

Suggestion: The Department of Social & Health Services (DSHS) should add a statement to the phone prompt saying clients should only hold for a representative if they have applied for benefits more than 30 days ago or for a specific question about coverage or denial of coverage.

Evaluation: Not a new idea. Currently, there are several teams of experts developing plans to eliminate the need for changes as suggested. Major structural and functional changes have been implemented in the previous two years with more to come. This was one of the ideas considered. It was decided that instructing callers not to contact the department unless their application is over 30 days old was not in sync with our service goals and philosophy.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201100012 Jan2011

Suggestion: The Department of Social and Health Services (DSHS) should eliminate business cards for employees.

Evaluation: Today's business cards provide more information than name and the person's telephone number as most also contain website addresses and can be printed with important additional information like hotline numbers needed for mandatory reporters. Staff are directed to provide a business card to residents and family members so they can be directly contacted with information pertinent to a licensing inspection or investigation. This can be critical for the safety of vulnerable populations served by DSHS.

Department of Social & Health Services

Suggestion Number **Entry Date:**

201100088 Mar2011

Suggestion: The Department of Social & Health Services (DSHS) should allow staff to deactivate or suspend activity of EBT cards immediately on discovery of someone other than the client using the EBT card.

Evaluation: Not a new idea. This is an option that has been available to local staff financial workers since 1999.

Department of Transportation

Suggestion Number **Entry Date:**

201100040 Feb2011

Suggestion: The Department of Transportation (DOT) should only print tracking sheets at the end of the month instead of twice a month.

Evaluation: Training issue. The printing of tracking sheets is not a payroll department requirement; however tracking sheets must be retained in accordance with the retention schedule. Headquarters payroll office will update the payroll manual language that may have caused some confusion and will follow up with the suggester's office on not printing and retaining the tracking sheets.

Department of Transportation

Suggestion Number **Entry Date:**

201000414 Dec2010

Suggestion: The Department of Transportation (DOT) should charge the time Incident Response employees are at an accident to the person's insurance.

Evaluation: Not a new idea. There is legislation in place allowing for third-party recovery of Incident Response associated costs when appropriate. Each DOT region exercises this option.

Department of Transportation

Suggestion Number **Entry Date:**

201100068 Mar2011

Suggestion: When the maintenance crews from the Department of Transportation pick up and dispose of road kill, they should recycle the ivory from elk teeth and horns from bucks and bulls to generate revenue.

Evaluation: DOT does not own the resource it picks up from the state highways. In this case, Washington State Department of Fish and Wildlife is the owner. DOT staff only has the authority to remove the road kill and may not retain any part of the animal for use. This activity would detract from road maintenance staff's primary objective of operating and maintaining our state highways.

Department of Transportation

Suggestion Number *Entry Date:*

201100061 Mar2011

Suggestion: The Department of Transportation (DOT) should have a car lot, similar to the state motor pool, for the entire Headquarters Olympic region staff instead of only having certain designated cars for each section.

Evaluation: State owned vehicles assigned to an office or program may require special equipment such as warning lights, an 800 MHz radio or other equipment necessary to their work operations. Lending these vehicles to general DOT staff may impact their ability to perform their duties.

Department of Transportation

Suggestion Number *Entry Date:*

201100065 Mar2011

Suggestion: The Department of Transportation (DOT) should eliminate the quarterly printing of the Gray Notebook and publish an electronic version instead.

Evaluation: Not a new idea. This suggestion has been discussed since 2005. The printing of the Gray Notebook has been reduced significantly since that time with the use of email, and the need for printing it is continually reevaluated. At this time, it is only printed as required and only to ensure this important document is available to as many readers as possible without requiring access to computers or websites.